

CONSTRUCTION AND EQUIPMENT CUSTOMER OPERATIONS DIRECTORATE (DSCP-QC)

MISSION:

The Director, Construction and Equipment Customer Operations, reports directly to the Commander, Defense Supply Center Philadelphia. Acting as a principal advisor and assistant to the Commander, the Director serves as a prime point of entry for all assigned/mapped customer issues related to logistics support and service across all DLA supply chains, responsible for development, implementation, and oversight of C&E Customer Relationship Management (CRM) in accordance with strategic CRM policy, guidance, and implementation as provided by J-4, HQ DLA, and management of the Customer Cells, support teams and item planning teams assigned. Directs accomplishment of worldwide mission responsibilities through integrated logistics support of weapons systems, troops, equipment, facilities, and their components owned, operated, and maintained by /for the Department of Defense, the Military Services, other federal agencies and other authorized activities.

FUNCTIONS:

1. Provides a unified face for assigned customers and construction and equipment support for mapped customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Columbus, the Defense Supply Center Richmond, and DSCP, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned major programs.
9. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
10. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
11. Provides consistent and integrated support.
12. Ensures effective and efficient management of the overall customer relationships maintained within assigned Cells.

13. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells and support teams
14. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
15. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
16. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
17. Meets with customers on a regular basis to understand anticipated requirements.
18. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
19. Helps define new markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
20. Insures business, marketing, and customer support plans are developed and implemented.
21. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
22. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
23. Ensures those forecast or demand plans are published for the collaborative partner, as applicable.
24. Resolves demand issues with collaborative customer.
25. Coordinates with process management to determine influences on and improve customer support.
26. Oversees receipt, processing, and maintenance of customer orders.
27. Establishes, maintains, and closes customer profiles.
28. Receives and resolves customer complaints.
29. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
30. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the customer program level, division level, cell level, or appropriate indenture level.
31. Recommend process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve
32. Primary contact as Executive Agent for Class IV
33. Monitor DLA impact on Readiness and analyze supply degraders to identify problems and solutions to restore acceptable levels of support.
34. Fill Rate and Customer Wait Time targets.
35. Perform Heightened Management Items functions
36. Administer Emergency Buy Program
37. Perform Joint Chief of Staff Project Code requirements
38. Perform Humanitarian Relief Efforts
39. Perform Critical Item List/CASREPs/Special Lists Operations
40. Administer Direct Buy Program
41. Perform Command Control Center Actions and Staffing

42. Monitor Virtual Customer Contact Center

EXECUTIVE AGENT (EA) PROGRAM OFFICE (DSCP-QCE)

MISSION:

DOD Executive Agency is the Head of a DOD Component to whom the Secretary of Defense or the Deputy Secretary of Defense has assigned specific responsibilities, functions, and authorities to provide defined levels of support for operational missions, or administrative or other designated activities that involve two or more of the DOD Components. OSD designated Executive Agency to DLA for Class IV material on 26 April 2005. Subsequent EA authority was delegated from DLA to DSCP on 26 April 2006. DODD 5101.12 directs the EA for Construction & Equipment to develop and implement plans, procedures, and DLA resource requirements for subsistence support.

FUNCTIONS:

1. A coordinated construction and equipment Class IV acquisition and logistics program shall be properly resourced and operated by the DOD Components in coordination with the DOD EA for subsistence.
2. In coordination with the Services and JCS, develop & implement plans, procedures, and DLA resource requirements for Class IV Support.
3. Maintain authorized war reserve stocks.
4. Establish a joint construction & equipment policy board as a means for planning, coordinating, and resolving subsistence-related issues.
5. Foster greater supply chain integration by assuming mission transfers as mutually agreed or as directed by higher authority.
6. Provide support to non-traditional organizations, as required.
7. Plan for, procure, manage, and distribute class IV products throughout the supply chain. Deliver items to locations mutually agreed to.
8. Be single point of contact for Class IV issues not specifically the Title 10 responsibility of a Service. Be the clearinghouse or lead action office for Congressional and troop-related vendor inquiries.
9. Strive to continually improve the Class IV logistics chain within the context of the Services' and CCs' overarching plans for carrying out their responsibilities
10. Provide support, as appropriate, to National Guard & Reserve Component. Coordinate with Homeland Security to determine support to NG during Homeland Defense contingencies.
11. Coordinate with TRANSCOM and CCs for considering Class IV in the TPFDD planning process.
12. Given the significant role played today by PVs in providing Class IV in OCONUS operations, the need to protect PV contractors is clear.
13. The EA could identify and eliminate contracts let by individual bases by closing the gaps that are causing the bases to need to issue contracts.
14. Clarify the handoff point for product and accountability

15. Be involved with the Army's study of configured loads with respect to timeline planning and resource implications.
16. Work with the CCs to manage prime vendor shipments to and deliveries in-theater.
17. The EA could assess the feasibility of having commercial firms perform storage, assembly, and distribution of operational rations in CONUS.
18. The EA should gain a better understanding of transportation options by working closely with the transportation community.
19. Retail storage is a Service responsibility but the EA could work with the CCs to be better prepared to move further forward as Conditions permit.
20. Delivery remains a Service responsibility but the Services and CCs could provide configured load delivery requirements to EA

CUSTOMER FACING DIVISION (DSCP-QCA)

CONSTRUCTION CELL (DSCP-QCAA)

EQUIPMENT CELL (DSCP-QCAB)

MISSION:

The Chief, Construction and Equipment Customer Facing Division, reports to the Director, Construction and Equipment Customer Operations, and is responsible for management of customer service and support for customers assigned to cells within the division. Support provided may cover, but is not limited to order fulfillment and demand planning activities, CRM, and troop customer program support.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned troop support programs. .
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned troop major programs.

10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
15. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
16. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
17. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
18. Meets with customers on a regular basis to understand anticipated requirements.
19. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
20. Helps define new customer markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
21. Insures business, marketing, and customer support plans are developed and implemented.
22. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
24. Ensures those forecast or demand plans are published for the collaborative partner, as appropriate.
25. Resolves demand issues with collaborative customer, as appropriate.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt, processing, and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the troop program support level, division level, cell level, or appropriate indenture level.

COLLECTIVE CUSTOMER FACING DIVISION (DSCP-QCL)
COLLECTIVE C&E CUSTOMER CELL (DSCP-QCLA)
OPERATING FORCES SUPPORT BRANCH (DSCP-QCLB)

COLLECTIVE CUSTOMERS & FOREIGN MILITARY SALES (FMS) SUPPORT BRANCH
(DSCP-QCLC)
INSTALLATION SUPPORT BRANCH (DSCP-QCLD)

MISSION:

The Chief, Collective Customer Facing Division, reports to the Director, Construction and Equipment Customer Operations, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to order fulfillment and demand planning activities, CRM, and troop customer program support.

FUNCTIONS:

1. Provides a unified face for assigned customers and construction and equipment support to mapped customers in supported CRM Cells.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams in other DSCP directorates and in Land, Maritime, and Aviation, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned troop support programs. .
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned troop major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
15. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
16. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.

17. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
18. Meets with customers on a regular basis to understand anticipated requirements.
19. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
20. Helps define new customer markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
21. Insures business, marketing, and customer support plans are developed and implemented.
22. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
24. Ensures those forecast or demand plans are published for the collaborative partner, as appropriate.
25. Resolves demand issues with collaborative customer, as appropriate.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt processing and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the troop program support level, division level, cell level, or appropriate indenture level.

ITEM PLANNING DIVISION (DSCP-QCI)
CONSTRUCTION IPT (DSCP-QCIA)
EQUIPMENT IPT (DSCP-QCIB)

MISSION:

The Chief, Item Planning Division, reports to the Director, Construction and Equipment Customer Operations, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) and assigned customer-level planning and other designated planning for all assigned Construction and Equipment Item Planning Teams (IPTs).

FUNCTIONS:

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.

6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.